

Position title	Team Leader Enhanced Care	Reference	hsD Enhanced Care
Award & Classification	Award: HPSS Level: 4	Reporting to	Operations Manager Intensive Mental Health
Location	Darwin	Cost Centre	3413
Section	headspace Darwin	Program	Mental Health
Approved	Executive Manager Mental Health	Date	29 March 2018

Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

Purpose of the Position

You will provide coordination, management and leadership of the Enhanced Care Team in the provision of support to young people at the early intervention phase of complex mental health difficulties.

The newly established Enhanced Care program offers support to young people aged 12 to 25 years experiencing severe/complex mental health issues with the aim to work collaboratively with other service providers to coordinate care and identify and address the barriers and challenges to access appropriate service pathways and effective treatment.

The Enhanced Care Team will be a multidisciplinary team that will work closely with General Practitioners, clinicians and allied health contracted staff across the headspace Darwin clinical teams to facilitate coordinated care.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

1. The minimum qualification required is an approved tertiary mental health qualification and minimum 5 years demonstrated experience in senior clinical and leadership roles within a mental health service and registration with the relevant regulatory body such as AHPRA or membership of and adherence to professional standards, for example AASW for social workers. Post graduate qualifications in management, leadership or acute mental health desirable.
2. A passion, energy and determination to make a difference to mental health outcomes for young people.
3. Demonstrated passion and commitment to improving the social and emotional wellbeing of young Aboriginal people.

4. Experience in the application of youth focussed, family inclusive mental health practices and contemporary youth participation.
5. Excellent interpersonal and problem solving, facilitation and negotiation skills; with the ability to be flexible in the working environment and a commitment to a positive workplace culture. Highly developed organisational skills with a commitment to self-care.
6. Experience working within a headspace service and familiarity with the headspace Model Integrity Framework and HAPI MDS is desirable
7. Demonstrated experience supervising staff and managing a multi-disciplinary team.
8. Extensive experience in the planning and provision of mental health care, including completion of mental health assessments, crisis intervention, case formulation, psychoeducation and short-term treatment interventions to young people experiencing mental health and/or substance use, and/or other social difficulties using current evidence-based approaches.

General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

Key Accountabilities and Responsibilities

1. Ongoing Integration of Services at the hub

- Ensuring the development and integration of the Enhanced Care program into the broader headspace Darwin service, with a focus on providing leadership of continued improvement of clinical services delivered.
- To provide clinical leadership, consultation & expertise to the Enhanced Care team in delivering coordinated mental health care to young people presenting with complex mental health needs and to all clinical teams across headspace Darwin
- Coordinate and chair clinical multi-disciplinary team meetings, with documented clinical treatment plans, in conjunction with the Enhanced Care team and leadership team.
- Establish and implement governance frameworks, protocols, documentation and operational manuals that support the clinical functioning and governance of the Enhanced Care program. Ensure a high standard of documentation within the electronic medical record occurs and all reporting systems are utilised including the Minimum Data Set (MDS) for all clients.
- Lead and support your team to ensure the development of strategies to monitor/improve/evaluate the Enhanced Care program and opportunities for areas of research.

2. Staff Development and Leadership

- Leading and maintaining an experienced team of clinicians who are engaged, youth-friendly, responsive, empathic and optimistic; implement a biopsychosocial, recovery focussed approach to young people that is also family inclusive and consultative with other service providers.
- Optimise access and the continuity of care through effective integration with all teams operating within

headspace Darwin. Develop and maintain strong partnerships with relevant mental health and other community services.

- Effectively support, develop and supervise your team to allow them to provide excellent and holistic treatment services in an optimistic, strengths-based and youth focussed way.
- Develop and maintain a working environment conducive to a high standard of evidence based clinical practice. Hold regular staff meetings and team evaluation/review days.
- Organise resources and rosters in a flexible and efficient manner to best manage workflow, commitments to assertive engagement and extended hours of operation as resources allow.

3. Clinical Practice

- Maintain high quality clinical skills and be available for consultation in relation to young people with complex need.
- Participating in clinical governance systems at headspace Darwin by participation in the Clinical, Quality & Risk Meetings, Clinical Reviews, MDT and ensure appropriate escalation of clinical matters by all team members.
- Ensure that procedures are in line with approved documents and clinicians provide tailored individual and family support to promote the recovery of young people.
- Ensure all staff access clinical supervision, education, training and support. Review any critical incidents and be available for debriefing and consultation on complex cases.
- Ensure targets are developed and met and assist in any evaluation processes including collecting, recording and analysis of data. Ensure that the team completes all Minimum Data Set (MDS), statistical and/or outcome measurement tools as required along with the completion of all clinical documentation.
- Provide student clinical placement opportunities (as resources permit) and engage in innovative workforce strategies for recruitment and ongoing development.

Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.

- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

Delegation of Authority

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).